



ARMY BENEFITS CENTER - CIVILIAN

“IT’S AS EASY AS ABC!”



REMINDER:

**THE ONLY
THING**

CONSTANT

IS CHANGE



OUR VISION

**PROVIDE RESPONSIVE QUALITY
SERVICE THAT ENABLES ALL
APPROPRIATED FUND
EMPLOYEES
SERVICED BY ARMY TO MANAGE
THEIR BENEFITS AND
ENTITLEMENTS
PORTFOLIOS.**

★ **Timely**

▢ **Accurate**

▢ **Efficient**

▢ **Beneficial**

▢ **Automated**

▢ **Consistent**

▢ **Modern**



CONCEPT OF OPERATIONS

- ✓ Integrated technologies
- ✓ Reengineered self-help system
- ✓ Primarily paperless operation



WHY IS ABC-C GOOD FOR YOU AS AN EMPLOYEE ?

- ✓ **Easy access**
- ✓ **Personal control of your benefits**
- ✓ **120 incoming lines**
- ✓ **Access to benefits counselors
when needed**

**www.abc.army.mil
1-877-ARMY-CTR or 1-877-ARMY-
TDD**



HEALTH BENEFITS, LIFE INSURANCE, THRIFT SAVINGS PLAN

Today

- ✓ Visit/call the CPAC, talk to personnelist
- ✓ Complete a form
- ✓ Depend on CPAC/CPOC to process the form
- ✓ Verify the action on your Leave/Earning Statement (LES) or your copy of the

Tomorrow

- ✓ Visit the web site or call the ABC-C toll-free number
- ✓ Both systems available 21 hours a day
- ✓ Access using SSN & PIN (PIN is your 4 digit DOD MMY, e.g. 1045, then immediately change to 6 digit PIN of your choice)



HEALTH BENEFITS, LIFE INSURANCE, THRIFT SAVINGS PLAN Tomorrow

- ✓ Select menu item
- ✓ Speak with a benefits counselor, if needed (Available 6 a.m. to 8 p.m, M-F, when fully deployed)
- ✓ Verify the action on your LES
- ✓ Effect the transaction which then automatically flows thru the personnel system overnight and then automatically flows to the payroll system without human intervention



THRIFT SAVINGS PLAN

ABC-C

TSP THRIFT

- ✓ www.abc.army.mil
- ✓ 1-877-ARMY-CTR
- ✓ 1-877-ARMY-TDD
- ✓ ABC-C PIN
 - ✓ Personally selected number
- ✓ Future Contributions
- ✓ Bi-weekly Payroll contributions
 - ✓ Open Season Changes
 - ✓ Cancellations
- ✓ 1-504-255-8777
- ✓ TSP Assigned PIN
 - ✓ Personally selected number
- ✓ Existing Account(s)
- ✓ Interfund Transfers
- ✓ Account Balances



BENEFICIARY FORMS

TODAY AND TOMORROW

- ✓ Obtain & complete form(s)
- ✓ Submit TSP to NFC
- ✓ Submit CSRS to OPM
- ✓ Submit FEGLI/FERS or Unpaid Compensation to CPAC
- ✓ Retain Employee Copy



RETIREMENT PLANNING SERVICE

Today

Tomorrow

- ✓ Visit/Call the CPAC
- ✓ Visit www.abc.army
- & OR
- ✓ speak to counselor
- ✓ Call ABC-C toll-free number

✓ Request Estimate

✓ Receive Estimate

sometime later

✓ Select Retirement Estimate Menu

✓ Precalculated

✓ Real Time or "What If"

✓ Speak with Benefits Counselor



RETIREMENT COUNSELING & PROCESSING

Today

- ✓ Contact CPAC for counseling
- ✓ Notify supervisor of intent to retire
- ✓ Notify personnel of intent to retire at least 90 days prior to retirement date
- ✓ Face-to-face retirement counseling session-

SERVICES Tomorrow

- ✓ Contact ABC-C
- ✓ Notify supervisor of intent to retire
- ✓ Notify ABC-C of intent to retire
 - ✓ 90 days prior
 - ✓ Phone-to-phone counseling session
- ✓ Submit retirement package



EMPLOYEE RESPONSIBILITIES

✓ EDUCATE YOURSELF !!!

- ✓ Read available literature
- ✓ Review the information located at
www.cpol.army.mil & www.ABC-C.army.mil

✓ Listen Carefully to the ABC-C automated system

- ✓ Scripting will guide you through the system
- ✓ Press 9 to return to the previous menu
- ✓ Press 0 to access a benefits counselor
- ✓ Study shows 80% of the calls can be handled by the automated system w/o counselor intervention



SYSTEMS

SUMMARY

✓ **Automated System**

- ✓ **General & Personal Information Available**
- ✓ **Automated FEHB/TSP/FEGLI Open Season Actions**
- ✓ **FEHB/TSP/FEGLI Cancellations**
- ✓ **Life Event Changes to FEHB & FEGLI**
- ✓ **Retirement Estimates**
- ✓ **New Employees Elect Benefits**
- ✓ **Benefit News**
- ✓ **FAXBACK Documents**

✓ **As-Is Servicing**

- ✓ **Survivorship**
- ✓ **Retirement Processing**



IT'S A GREAT THING!!!

- ✓ **Systems Security is a High Priority**
- ✓ **Increase in Accuracy and Timeliness**
- ✓ **Employees Control Their Own Benefits & Entitlements**
- ✓ **Surveys and customer feedback will be CRITICAL!!!**

WE'LL LISTEN!



SUMMARY:

- ★ It is as easy as ABC.
- ★ It is convenient.
- ▢ It is reliable.
- ▢ It is fast.
- ▢ Help is but a phone call away.



IT'S AS EASY AS

....

A B C !

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or 1-877-ARMY-TDD (for
hearing-
impaired only)**

or Visit www.abc.army.mil